

UNIVERSITY OF THE
WEST of SCOTLAND

UWS



SUPPORT



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Residential Accommodation

Frequently Asked Questions
2024

Before You Arrive:

How do I apply for accommodation at UWS?

You can make a booking by using the link below or on our website and follow the instructions provided. If you have any queries, please email the Accommodation Office at accommodation@uws.ac.uk.

[Accommodation | UWS | University of the West of Scotland](#)

How do I receive an offer for accommodation after I have applied?

Depending on the status of your application and the availability we will send you an offer for accommodation containing a link to your Rental Agreement which you will find on the Residence Portal. Once you have checked the dates and payment on your lease, and accepted the offer for accommodation, work through your to do list.

Once you accept the accommodation the next section is the to do list:

- 1) To make a pre-payment, full payment or set up a payment plan;
- 2) To upload a photograph;
- 3) Complete details, including address, emergency contact, and arrival date
- 4) Complete the induction
- 5) Accept the Terms and your offer.

If you need any further assistance please call our reservations teams who will be happy to assist you:

Ayr Residence: +44 (0)1292 886 316 | **Paisley Residence:** +44 (0) 141 848 3159

Any special requests will be considered but cannot be guaranteed.

Are there any accessible flats in the residences?

We have [accessible accommodation](#) at our residences; please add any comments on your application form regarding health or access requirements.

Do you accommodate families or couples?

All our rooms are single occupancy only. We do not provide accommodation for families or couples.

What is provided in the room/kitchen?

Bedroom: Mattress, mattress protector, computer chair, desk, fully furnished.

Kitchen: Hob, oven, fridge freezer, microwave, kettle, Hoover, iron, ironing board, mop & bucket, sweeping brush.

What is not provided?

Towels, bedding, crockery, cutlery, and cooking utensils are not provided. Why not order from UniKitOut and we can deliver your package to your room ready for your arrival. Don't forget to enter UWS10 at check out you will get 10 % discount.

[UniKitOut - #1 Student Pack supplier Trusted by over 250 Universities.](#)

What size are the beds in the residences?

Storie Street and Ayr rooms have a small double bed (4ft x 6ft 3"). At George Street and Lady Lane, small rooms have a single bed (3ft x 6ft 3"), and the larger bedrooms have a small double bed.

Is there a deposit?

There is no deposit however we do require a pre-payment of £100 to be made to confirm your booking before you arrive. This is deducted from your total accommodation fee.

How can I pay for my accommodation?

UWS are unable to take payments in cash or travellers' cheques. UWS would advise that the safest and simplest way to make a payment is through the Residence portal.

<https://uws.securedaccommodationnow.com/ResidentPortal/Login.aspx>

Do I need a guarantor?

The University does not request that you have a guarantor.

Can I book if I am under 18 years of age?

Yes, you can book accommodation if you are under 18 however, we recommend that you ask your parent or legal representative to read the Rental Agreement.

What is the check in and check out time?

You are required to book your arrival slot on the residence portal. Check out time is prior to 11am on the day of departure.

How is my room allocated?

UWS endeavours to allocate students to flats that are appropriate to their situation and preferences. Please enter any specific requests on your application. We will try to accommodate your requests but are unable to provide any guarantees.

Will I be able to park my car on site?

Limited car parking is available at our Ayr residences. Please contact the Residence Team to book in advance as availability may be limited. Our Paisley residences do not have student parking.

Is there Wi-Fi in my room?

All residences have free high-speed internet connections available.

Is there support in residences out of hours?

Our residences have a team of staff on-site to help students with any issues which arise. All of our residences have 24-hour on-site security, CCTV and individually secured rooms. In Ayr and the Storie Street Residence in Paisley we also have electronic access control. Please check details of the residence of your choice to see what security arrangements are in place. UWS also has a Wellbeing team.

Am I allowed candles or plug in air fresheners?

UWS has a strict policy that candles and plug in air fresheners are not permitted on site.

Do I need a TV Licence?

If you bring a TV for your room/flat, you will require to pay for a television licence.

Click the below links for further information on TV Licensing:

<http://www.tvlicensing.co.uk/check-if-you-need-one> <http://www.tvlicensing.co.uk/check-if-you-need-one/for-your-home/students-aud1>

Where can I smoke?

Smoking is not permitted in any UWS Residences, this policy includes all communal areas, lounges, hallways, corridors, and stairwells as well as bedrooms, and it also extends to external courtyard areas. Residences will have specifically designated external smoking areas, please ask the team for details.

Can I have visitors?

Yes, but all visitors must report to reception to sign in. This is for reason of safety and security and so that in the event of an emergency the management team will know who is on site. Each student is permitted a maximum of one guest at a time: one night during the week and 1 night at the weekend.

Is there always a member of the Residence Team on-site?

All our residences are staffed 24-hours a day, 7 days a week.

Where can I store my bike?

There are cycle racks at Ayr and Storie Street residences. These are left at the owners' risk. No bikes are allowed in the rooms/flats.

Am I allowed to bring a pet?

Pets are not allowed in any of the residences.

How do I cancel my accommodation?

You can cancel your accommodation if you contact the Residence Team in writing within 14 days of accepting your booking.

After You Arrive:

Where can I find you on socials?

You can follow us on Instagram @UWSresidences.

Are there any events we can attend in Residences?

Throughout the year we organise a series of events. This is a good way to meet other residents. You can find details on our socials.

Do you have any bikes we can use?

We have The Brodie's Bike Project, where you can borrow a bike for up to 12 hours, free of charge.

Is there a common room?

There is a common room at Ayr and Paisley Storie Street residence. The common room is your space, where you can watch TV, play pool, or have a get together with friends.

Where do I find my inventory form?

Your inventory form is available on the Residence portal.

Can I stay in my room over Christmas and other holidays?

Your room is yours for the period of your lease.

How do I make an insurance claim?

To make a claim you will need to contact the insurance company direct, details are available on the Welcome Guide.

Where can I wash my clothes and bedding?

Each campus has a laundry with washing machines and dryers.

Where can I collect my letters and parcels?

All letters and parcels are delivered to reception. You will need to check regularly for letters. The team will let you know there is a parcel to collect. For any letters and parcels, you can use the residences address below.

For Paisley residences:

UWS Residences
35 Storie Street
Paisley
PA1 2AP

For Ayr residences:

UWS Residences
UWS Ayr Campus
University Avenue
Ayr
KA8 0SX

Can I keep a fridge in my room?

Fridges are not permitted in bedrooms. Arrangements are provided in the kitchen to store chilled foods. If you have a medical condition which requires you to have a fridge in your room evidence of this must be provided to the Residence Services Manager.

Who is responsible for cleaning my flat?

It is the student's own responsibility to clean their room and they are jointly responsible for cleaning their flat.

Where can I register with a doctor?

A list of local GP surgeries will be provided on arrival.

Where can I register with a Dentist?

A list of local dentists will be provided on arrival.

Where do I go if I have a problem with internet access?

If you have issues with wi-fi or other IT problems please contact the helpdesk:

Helpdesk@uws.ac.uk or on 0141 848 3999

Who do I contact if I have any problems in Residences?

Please contact the Residences team on site or by email accommodation@uws.ac.uk

Can I terminate my contract before the agreed date?

It is possible to terminate your contract but only in extenuating circumstances. Please contact the Residence Services Manager to discuss.

